Visitor profile related cases

List of use cases, positioned in the main menu of the homepage and available for every visitor of the website:

1. [**За нас**](http://zknadejda.bg/bg/Za_nas-v34)
   * [Кратка история](http://zknadejda.bg/bg/Kratka_istoriya-c88)
   * [Принципи и цели](http://zknadejda.bg/bg/Printsipi_i_tseli-c89)
2. [**Продукти**](http://zknadejda.bg/bg/Produkti-v35)
   * [Застраховка "Заболяване"](http://zknadejda.bg/bg/Zastrahovka_Zabolyavane_-c92)
     + [Профилактика на здравето и предпазване от заболяване](http://zknadejda.bg/bg/Profilaktika_na_zdraveto_i_predpazvane_ot_zabolyavane-c137)
     + [Извънболнична медицинска помощ](http://zknadejda.bg/bg/Izvynbolnichna_meditsinska_pomosht-c138)
     + [Дентална помощ](http://zknadejda.bg/bg/Dentalna_pomosht-c139)
     + [Болнична медицинска помощ](http://zknadejda.bg/bg/Bolnichna_meditsinska_pomosht-c140)
     + [Услуги свързани с битови и други допълнителни условия](http://zknadejda.bg/bg/Uslugi_svyrzani_s_bitovi_i_drugi_dopylnitelni_usloviya-c141)
     + [Възстановяване на разходи](http://zknadejda.bg/bg/Vyzstanovyavane_na_razhodi-c142)
   * [Застраховка "Злополука"](http://zknadejda.bg/bg/Zastrahovka_Zlopoluka_-v82)
     + [Обща злополука](http://zknadejda.bg/bg/Obshta_zlopoluka-c143)
     + [Злополука на гости на хотели](http://zknadejda.bg/bg/Zlopoluka_na_gosti_na_hoteli-c157)
     + [Злополука на учащи](http://zknadejda.bg/bg/Zlopoluka_na_uchashti-c158)
     + [Злополука на кредитополучател](http://zknadejda.bg/bg/Zlopoluka_na_kreditopoluchatel-c159)
     + [Злополука на местата в МПС](http://zknadejda.bg/bg/Zlopoluka_na_mestata_v_MPS-c160)
     + [Злополука на спортисти](http://zknadejda.bg/bg/Zlopoluka_na_sportisti-c161)
     + [Злополука на туристи](http://zknadejda.bg/bg/Zlopoluka_na_turisti-c162)
     + [Злополука на чужденци в България](http://zknadejda.bg/bg/Zlopoluka_na_chuzhdentsi_v_Bylgariya-c163)
     + [Трудова злополука](http://zknadejda.bg/bg/Trudova_zlopoluka-c164)
   * [Застраховка "Помощ при пътуване" в чужбина](http://zknadejda.bg/bg/Zastrahovka_Pomosht_pri_pytuvane_v_chuzhbina-c185)
   * [Имуществени застраховки](http://zknadejda.bg/bg/Imushtestveni_zastrahovki-v168)
     + [Застраховка "Първи риск"](http://zknadejda.bg/bg/Zastrahovka_Pyrvi_risk_-c172)
     + [Застраховка "Спокоен дом"](http://zknadejda.bg/bg/Zastrahovka_Spokoen_dom_-c171)
     + [Застраховка "Пожар и други рискове"](http://zknadejda.bg/bg/Zastrahovka_Pozhar_i_drugi_riskove_-c180)
     + [Застраховка "Индустриален пожар"](http://zknadejda.bg/bg/Zastrahovka_Industrialen_pozhar_-c181)
   * [Застраховка "Каско"](http://zknadejda.bg/bg/Zastrahovka_Kasko_-c170)
   * [Застраховка "Товари по време на превоз"](http://zknadejda.bg/bg/Zastrahovka_Tovari_po_vreme_na_prevoz_-c187)
   * [Финансови застраховки](http://zknadejda.bg/bg/Finansovi_zastrahovki-c186)
   * [Селскостопански застраховки](http://zknadejda.bg/bg/Selskostopanski_zastrahovki-v182)
     + [Застраховка "Селскостопански култури"](http://zknadejda.bg/bg/Zastrahovka_Selskostopanski_kulturi_-c183)
     + [Застраховка "Животни"](http://zknadejda.bg/bg/Zastrahovka_Zhivotni_-c184)
3. [**Онлайн застраховане**](http://zknadejda.bg/bg/Onlayn_zastrahovane-c176)
4. [**Партньори**](http://zknadejda.bg/bg/medics/1)
   * [Лечебни заведения](http://zknadejda.bg/bg/medics/0)
     + [Лаборатории](http://zknadejda.bg/bg/medics/1)
     + [Медицински центрове / ДКЦ](http://zknadejda.bg/bg/medics/2)
     + [Болници](http://zknadejda.bg/bg/medics/3)
   * [Формуляри](http://zknadejda.bg/bg/Formulyari-c145)
   * [Сервизи](http://zknadejda.bg/bg/Servizi-v177)
     + [Доверени сервизи](http://zknadejda.bg/bg/Dovereni_servizi-c178)
     + [Официални сервизи](http://zknadejda.bg/bg/Ofitsialni_servizi-c179)
5. [**За клиенти**](http://zknadejda.bg/bg/Za_klienti-v135)
   * [Вход за проверка на статус](http://zknadejda.bg/bg/claims/)
   * [Често задавани въпроси](http://zknadejda.bg/bg/Chesto_zadavani_vyprosi-c147)
   * [Полезни съвети](http://zknadejda.bg/bg/Polezni_syveti-c148)
   * [Правила за уреждане на претенции](http://zknadejda.bg/bg/Pravila_za_urezhdane_na_pretentsii-c149)
6. [**За посредници**](http://zknadejda.bg/bg/Za_posrednitsi-c175)
7. [**Събития**](http://zknadejda.bg/bg/Sybitiya-v120)
   * [Новини от ЗК Надежда](http://zknadejda.bg/bg/Novini_ot_ZK_Nadezhda-c150)
   * [Здравен календар](http://zknadejda.bg/bg/Zdraven_kalendar-c151)
8. [**Контакти**](http://zknadejda.bg/bg/Kontakti-c131)
9. [**Карта на сайта**](http://zknadejda.bg/bg/sitemap/)

# Specific Requirements

## Product Functions

The insurance company website should support the following use cases:

|  |  |  |  |
| --- | --- | --- | --- |
| CASE TYPE | № | USE CASE | DESCRIPTION OF THE USE CASE |
| Illness insurance case type | 1 | *Health protection and prevention from getting ill* | *Display all the necessary information about this insurance package* |
| 2 | *Medical treatment in a non-hospital institutions* | *Display all the necessary information about this insurance package* |
| 3 | *Dental treatment* | *Display all the necessary information about this insurance package* |
| 4 | *Medical treatment in a hospital institution* | *Display all the necessary information about this insurance package* |
| 5 | *Services that have connection with conditions of life or other additional conditions.* | *Display all the necessary information about this insurance package* |
| 6 | *Expenses reimburse* | *Display all the necessary information about this insurance package* |
| Online illness insurance case type | 7 | *Online Illness insurance* | *Display all the necessary information about this insurance package. Give a three steps option to sign an online illness insurance package* |
| Clients case type | 8 | *Enter for status check* | *Log in the insurance company system* |

**4.2. Functional requirements**

**4.2.1. Use cases related to the main products, offered by the insurance company.**

4.2.1.1. Use case *Illness insurance*

*Primary Actor*: User

*Pre Condition*: User loads the zknadejda.bg homepage

*Main scenario*:

1. User initiates the “Illness insurance” functionality from “Products” option in the main menu.
2. A new section is opened with information about the company’s insurance policy
3. At the bottom of the page in a single column are situated some documents with option to download.
4. On the right hand side of the webpage are listed in a single column the main products of the company
5. Under the list with the main products, on the bottom right hand corner there are two options to choose:

* Find partner
* Status check

4.2.1.2.Subcase *Health protection and prevention from getting ill.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu (positioned just under the insurance company logo)  
 *Main scenario*:

1. User initiates the “*Health protection and prevention from getting ill*” functionality from “*Illness insurance*” option in the “Products” menu.
2. A new section is opened, containing information about “*Health protection and prevention from getting ill*” insurance package.

4.2.1.3.Subcase *Medical treatment in a non - hospital institutions*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu (positioned just under the insurance company logo)  
 *Main scenario*:

1. User initiates the “Medical treatment in a non-hospital institutions” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a non-hospital institutions” insurance package.

4.2.1.4.Subcase *Dental treatment*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu (positioned just under the insurance company logo)  
 *Main scenario*:

1. User initiates the “Dental treatment” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Dental treatment” insurance package.

4.2.1.5.Subcase *Medical treatment in a hospital institution*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Medical treatment in a hospital institution” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a hospital institution” insurance package.

4.2.1.6**.** Subcase *Services that have connection with conditions of life or other additional conditions.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “ Services that have connection with conditions of life or other additional conditions ” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “ Services that have connection with conditions of life or other additional conditions ” insurance package.

4.2.1.7.Subcase *Expenses reimburse.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Expenses reimburse” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Expenses reimburse” insurance package.

**4.2.2. Use cases related to online insurance.**

4.2.2.1Use case *Online insurance*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage

*Main scenario*:

1. User initiates the “Online insurance” functionality in the main menu( positioned just under the insurance company logo )
2. A new section is opened, containing options to sign an online insurance contract for *Accident insurance*, *Illness insurance* and *Property insurance.*

4.2.2.2.Subcase *Illness insurance*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and choose *Online insurance* from the main menu

*Main scenario*:

1. User initiates the *Illness insurance* functionality
2. A new section is opened, where in three steps you can choose what particular insurance you want to sign.